

06-19-00

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06/16/00

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Date: June 16, 2000  
Re: Inventor(s): Laurence J. Fromm  
Title: **METHOD AND APPARATUS FOR  
CONTROLLING A CONTACT CENTER**  
Atty. Docket No.: 233/1

JC498 U.S. PTO  
09/595697  
06/16/00

Box NEW APP. FEE  
Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

Submitted herewith is the above-identified patent application. Also enclosed are:

- 1) 5 sheets of informal drawings (Figs. 1-5);
- 2) A self-addressed, stamped return postcard; and
- 3) A check in the amount of \$345.00 payable to the "Commissioner of Patents and Trademarks."

Respectfully submitted,

KAPLAN & GILMAN, L.L.P.

*Jeffrey I. Kaplan*  
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Reg. No. 34,356

JIK/pa  
Enclosures

## CERTIFICATE OF MAILING

Express Mail mailing label number: EL559055056US  
Date of Deposit June 16, 2000

I hereby certify that this paper or fee is being deposited with the United States Postal Service *Express Mail Post Office to Addressee* service under 37 C.F.R. §1.10 on the date indicated above and is addressed to Box NEW APP. FEE, Assistant Commissioner for Patents, Washington, D.C. 20231.

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